

Managerial Coaching and Mentoring (MCM)

COURSE NUMBER **FAA01299**

For information about this course, contact:
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 (386) 446-7251

DESCRIPTION AND LEARNING STRATEGY

This highly interactive three-day coaching course covers the full spectrum of managerial coaching activities. It begins by providing foundational coaching skills for managers who must coach and mentor subordinates, then moves on to apply these skills to common managerial coaching scenarios like:

- supporting a new manager's transition into management
- addressing ineffective performance
- preparing a manager to take on new challenges
- dealing with managerial burnout.

Participants also learn to distinguish coaching from mentoring and counseling, determine readiness of a coaching candidate, and select the best coaching or mentoring approach.

OBJECTIVES

- Coach, mentor, and guide development of employees and subordinate managers.
- Provide constructive feedback to employees and subordinate managers to facilitate their development.
- Listen effectively and communicate understanding.
- Effectively interpret intent, influence, and non-verbal elements of communication.
- Fulfill coaching responsibilities outlined in MWP policy guidance.

KEY COMPETENCIES

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| <ul style="list-style-type: none"> • Accountability and Measurement • Communication • Developing Talent | <ul style="list-style-type: none"> • Interpersonal Relations and Influence • Managing Organizational Performance |
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This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7132** to discuss options.

CLASS SIZE

16 participants

LENGTH 3 days

(Tuesday, 8:00 a.m. –
 Thursday, 5:00 p.m.)
 24 hours

LOCATION

FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

(see [FY09 Schedule](#))

WHO SHOULD ATTEND

Open to all managers;
 priority given to managers
 of probationary managers

ENROLLMENT

To enroll, contact your line
 organization's training
 coordinator.

PREREQUISITE

None

PRECOURSE

Approximately four weeks
 prior to class start, you will
 receive an email detailing
 assignments that must be
 completed prior to your
 arrival at CMEL.

RELATED COURSES

Constructive Conflict
 Management
 (FAA01318)

Frontline Manager Course-
 Phase 3 (FAA01292)

Influence, Inquiry &
 Implications
 (FAA01249)

Middle Manager Course
 (FAA01291)

Systems Thinking
 (FAA01277)